KomBea ReCall
Professional Edition

Installation Guide & User Manual

Version 2.1

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Welcome to KomBea ReCall – your call-recording and screen-capture solution. This Installation Guide and User Manual has the following Sections:

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This covers the five steps to successfully install and test KomBea ReCall.

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2) Install *ReCall Server*
3) Install *ReCall Admin, Viewer, and Client*
4) Create Test Recordings
5) View Test Recordings

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This covers the ways to trigger *ReCall Client* to start / stop recording and to add searchable data to recordings.

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3) API Triggers

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5) Archive & Delete Recordings

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This covers troubleshooting steps for common issues, information on contacting customer service (technical support), and answers to frequently asked questions.

1) Troubleshooting
2) Contacting Customer Service
3) FAQs

This User Manual is written for Windows XP, but ReCall also supports Windows 2000 and later (Vista is still in development).

Section 1: Install & Test ReCall

Step 1: Review System Requirements & Licensing

Before you begin the installation, review the following functions, requirements, and licensing impacts for each ReCall component:

ReCall Server

Component	Minimum	Recommended
Processor	1.5Ghz	2.0Ghz, Dual Core
RAM	1GB	2GB +
Operating System	Windows 2000	Windows 2000 Server (or later)
Network Connection	10Mbps	100Mbps
Video	SVGA (800x600)	SVGA (1024x768)

- *ReCall Server* is installed on the PC where call recordings and searchable data for call recordings are stored. This PC must be turned on and network accessible in order for the other *ReCall* applications to function. This PC should also have enough storage capacity for your needs (see "Recording Settings" and "Archive & Delete Recordings" to determine capacity needs).

ReCall Viewer & ReCall Admin

Hardware/Software	Minimum	Recommended
Processor	1.0 GHz	1.5 GHz
RAM	512 MB	1 GB
Available Disk Space	5 GB	10 GB
Operating System	Windows 2000	Windows XP
Network Connection	10Mbps	100Mbps
Video	16-bit SVGA (1024x768)	16-bit SVGA (1024x768)
Sound Card	16-bit	16-bit
Windows Media Player	Version 7.1	Version 9 or later

- *ReCall Viewer* is installed on PCs for users who need to find, view, and annotate recordings. *ReCall Admin* is installed on PCs for users who need to change recording settings, manage user accounts, or archive recordings.

ReCall Client

Hardware/Software	Minimum	Recommended
Processor	1.5Ghz	2.0 Ghz
RAM	512 MB	1 GB
Operating System	Windows 2000	Windows XP
Network Connection	10Mbps	100Mbps
Video	16-bit SVGA (1024x768)	16-bit SVGA (1024x768)
Sound Card	16-bit	16-bit
PC-Phone Interface	KomBea Multiplexer	KomBea Multiplexer

- *ReCall Client* is installed on PCs where agent calls are recorded.

Licensing

ReCall utilizes one (1) license when a *ReCall Client* PC sends its first recording to *ReCall Server*. There are no license requirements for other *ReCall* components. You can remove a licensed PC using *KomBea Admin.*

Step 2 – Install *ReCall Server*

You must install *ReCall Server* before installing any other *ReCall* components. You may optionally install the other ReCall components on the *ReCall Server* PC, but this is not recommended.

1) Download *KomBea ReCall Installer* from www.kombea.com/download.

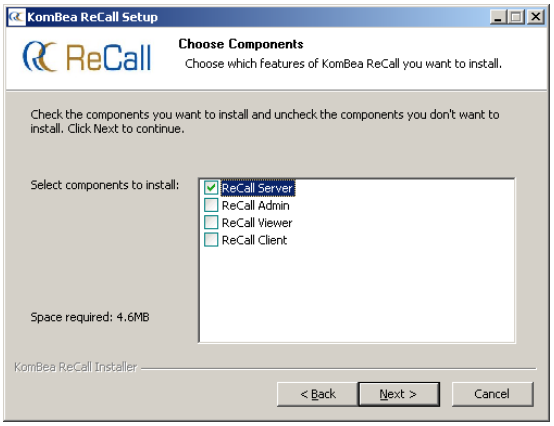
2) Double-click the *KomBea ReCall Installer* icon.

3) When the Welcome screen appears, click “Next >”.

KomBea ReCall Setup
Welcome to the KomBea ReCall Setup Wizard
This wizard will guide you through the installation of KomBea ReCall.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

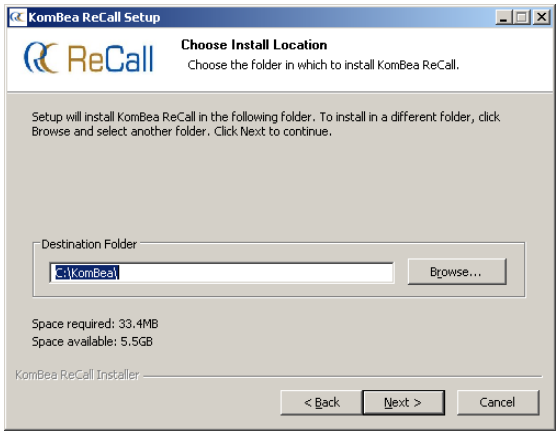
4) When the Choose Components screen appears, make sure only *ReCall Server* is selected and click “Next >”.

- *ReCall Server* is selected by default.

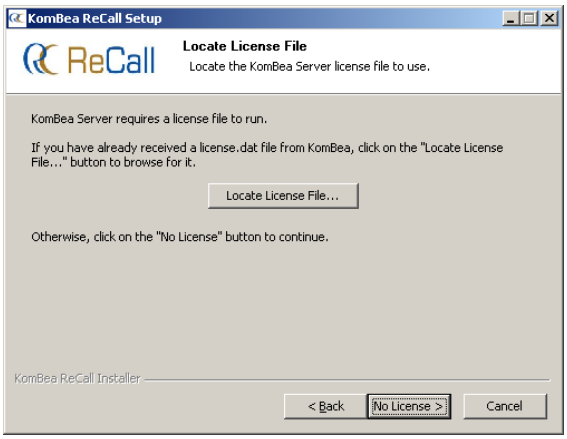

KomBea ReCall Setup
ReCall
Choose Components
Choose which features of KomBea ReCall you want to install.
Check the components you want to install and uncheck the components you don't want to install. Click Next to continue.
Select components to install:
ReCall Server
ReCall Admin
ReCall Viewer
ReCall Client
Space required: 4.6MB
KomBea ReCall Installer
< Back
Next >
Cancel

5) When the Choose Install Location screen appears, click “Next >”.

- You may accept the default “Destination Folder” or choose another.

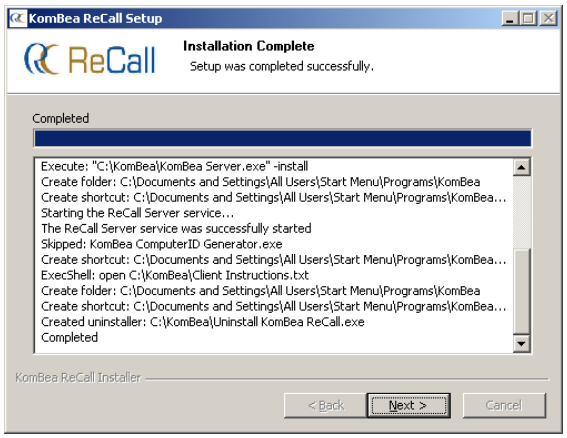

KomBea ReCall Setup
ReCall
Choose Install Location
Choose the folder in which to install KomBea ReCall.
Setup will install KomBea ReCall in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue.
Destination Folder
C:\KomBea\
Browse...
Space required: 33.4MB
Space available: 5.5GB
KomBea ReCall Installer
< Back
Next >
Cancel

6) When the Locate License File screen appears, click "Locate License File", browse to the license file and click "Next >".


KomBea ReCall Setup
ReCall
Locate License File
Locate the KomBea Server license file to use.
KomBea Server requires a license file to run.
If you have already received a license.dat file from KomBea, click on the "Locate License File..." button to browse for it.
Locate License File...
Otherwise, click on the "No License" button to continue.
KomBea ReCall Installer
< Back
No License >
Cancel

- If a license file is already in the "Destination Folder", this screen will not appear.
- If you don't have a license file, click "No License >". This will generate an email to KomBea Corp. requesting a license file, but allow you to install a one-user license now.
- The license file will arrive via email within one (1) business day. Copy this file into the "Destination Folder" and then reboot the *ReCall Server* PC.

7) When the Installing screen appears, wait for this to change to Installation Complete and then click "Next >".


KomBea ReCall Setup
ReCall
Installation Complete
Setup was completed successfully.
Completed
Execute: "C:\KomBea\KomBea Server.exe" -install
Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\KomBea
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Programs\KomBea...
Starting the ReCall Server service...
The ReCall Server service was successfully started
Skipped: KomBea ComputerID Generator.exe
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Programs\KomBea...
ExecShell: open C:\KomBea\Client Instructions.txt
Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\KomBea
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Programs\KomBea...
Created uninstaller: C:\KomBea\Uninstall KomBea ReCall.exe
Completed
KomBea ReCall Installer
< Back
Next >
Cancel

- If you receive an error and *KomBea ReCall Installer* aborts, reboot your PC and go to Step 2. If you receive the error on the second attempt, contact Customer Service.

8) During Step 7 above, a Notepad file will open with information you will need when installing *ReCall Admin* and *ReCall Client* on other PC's.

- Print this document or write down the information.

9) When the Completing screen appears, click "Next >" and then "Finish" to close the Installer. Immediately reboot the PC, which will complete the install process and automatically start the *ReCall Server* service. *ReCall Server* will NOT work until you reboot the PC.

10) You may optionally encrypt all recordings, making it impossible for *ReCall Admin* users to save or share recordings with others. To encrypt recordings:

- Go to the "Destination Folder" and open "KomBeaReCall.ini" with any text editor program.
- Change "EncryptRecordedCalls = 0" to "EncryptRecordedCalls = 1".
- Save the changes and reboot the PC.

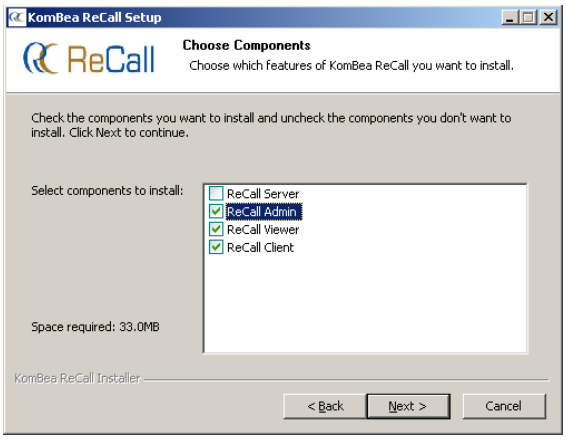
Step 3 – Install ReCall Admin, Viewer & Client

1) Double-click the *KomBea ReCall Installer* program.

2) When the Welcome screen appears, click “Next >”.

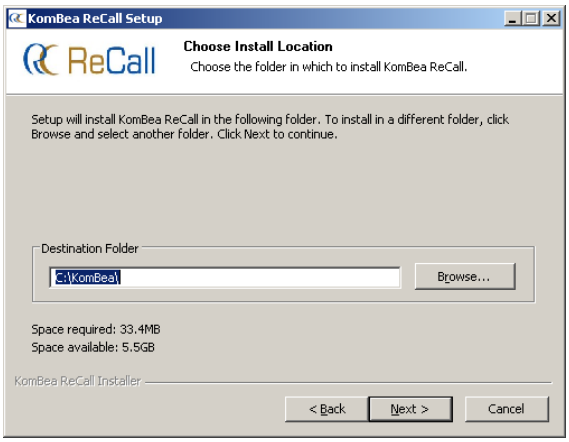
3) When the Choose Components screen appears, select the desired components and click “Next >”.

- Make sure you UNselect *ReCall Server*, as this should not be installed again.


KomBea ReCall Setup
ReCall
Choose Components
Choose which features of KomBea ReCall you want to install.
Check the components you want to install and uncheck the components you don't want to install. Click Next to continue.
Select components to install:
ReCall Server
ReCall Admin
ReCall Viewer
ReCall Client
Space required: 33.0MB
KomBea ReCall Installer
< Back
Next >
Cancel

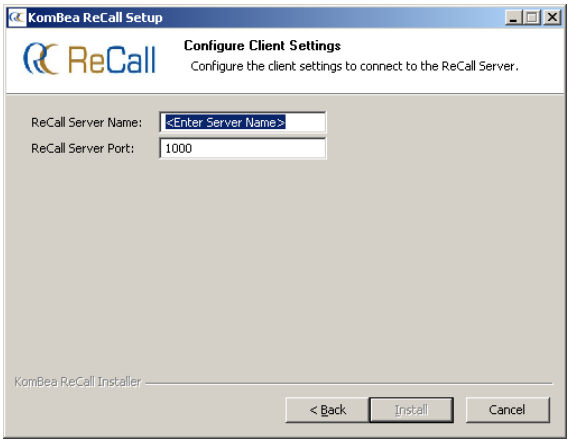
4) When the Choose Install Location screen appears, click “Next >”.

- You may accept the default “Destination Folder” or choose another.


KomBea ReCall Setup
ReCall
Choose Install Location
Choose the folder in which to install KomBea ReCall.
Setup will install KomBea ReCall in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue.
Destination Folder
C:\KomBea\
Browse...
Space required: 33.4MB
Space available: 5.5GB
KomBea ReCall Installer
< Back
Next >
Cancel

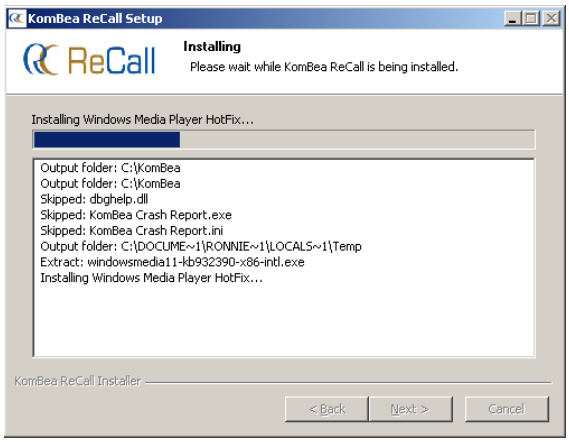
5) When the Configure Client Settings screen appears, enter the “ReCall Server Name” and “ReCall Server Port” values and click “Install >”.

- These values were provided during the *ReCall Server* installation.
- If you receive alert or information messages, click “OK” or “Accept” to continue.



6) When the Installing screen appears, wait for this to change to Installation Complete and click "Next >".

- If you receive an error or the *Installer* aborts, reboot and go back to Step 1. If you receive the same error on the second attempt, contact Customer Service.



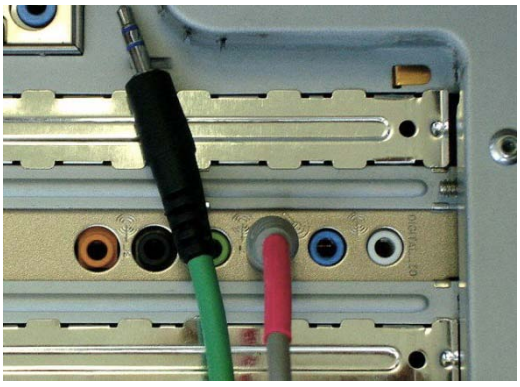
7) When the Completing screen appears, click "Next >" and then "Finish" to close the Installer.

8) Immediately reboot the PC, which will complete the install process and automatically start the *ReCall* services. The *ReCall* component will NOT work until you reboot the PC.

9) *ReCall Client* installations only

The multiplexer is a small device that connects the PC to a physical phone. This device is NOT needed for PCs using a soft phone with USB headset, but is needed on every *ReCall Client* PC that uses a physical phone. *Note: Your multiplexer may differ slightly from the one shown in the pictures below.*

- Plug the phone wire coming out of the headset into the phone jack on the multiplexer.
- Plug the phone wire coming out of the multiplexer into the jack on the phone base (the jack where the headset normally goes).



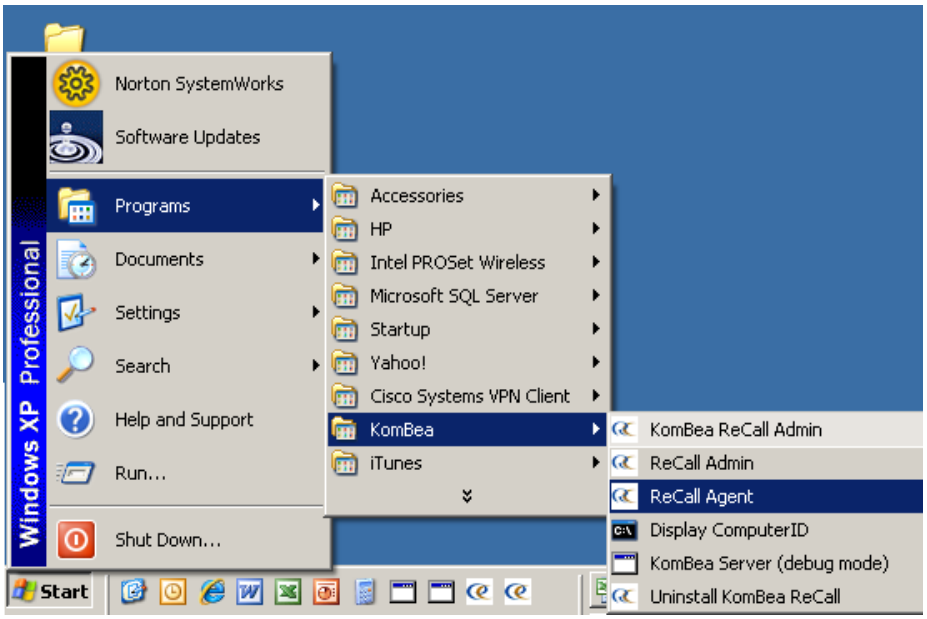
- Plug the **PINK** connector coming out of the multiplexer into the microphone jack of the PC.

  IMPORTANT: If your multiplexer has a **GREEN** connector, **DO NOT** plug this into the headset jack of the PC unless you are also using *KomBea ProtoCall*. This connector will allow customers to hear sounds from the PC.

Step 4 – Create Test Recording(s)

Create a test recording so that you can test PC performance while recording and verify that audio and screen-capture settings are correct.

1) On the PC where the *ReCall Client* is installed, go to Start | Programs | KomBea, and click on the *ReCall Agent* application.



2) A small application will open that is only used for manually creating recordings.

3) Using the phone that is connected to this PC, call someone who can speak with you for 20-30 seconds.

4) Start recording by clicking the "Start" button on the *ReCall Agent* application. Within a few seconds, the button will change to "Stop", indicating that recording has successfully started.

5) Speak with the person on the phone and have him/her speak to you. While speaking, perform typical agent activities on the PC (starting applications, entering data, etc). This should take about 20 seconds.

6) Stop recording by clicking the "Stop" button on the *ReCall Agent* application. The button will change to "Start", indicating that recording has successfully stopped.

7) Resolve any errors or performance issues you may encounter (see *Troubleshooting*).

Step 5 – View Test Recording(s)

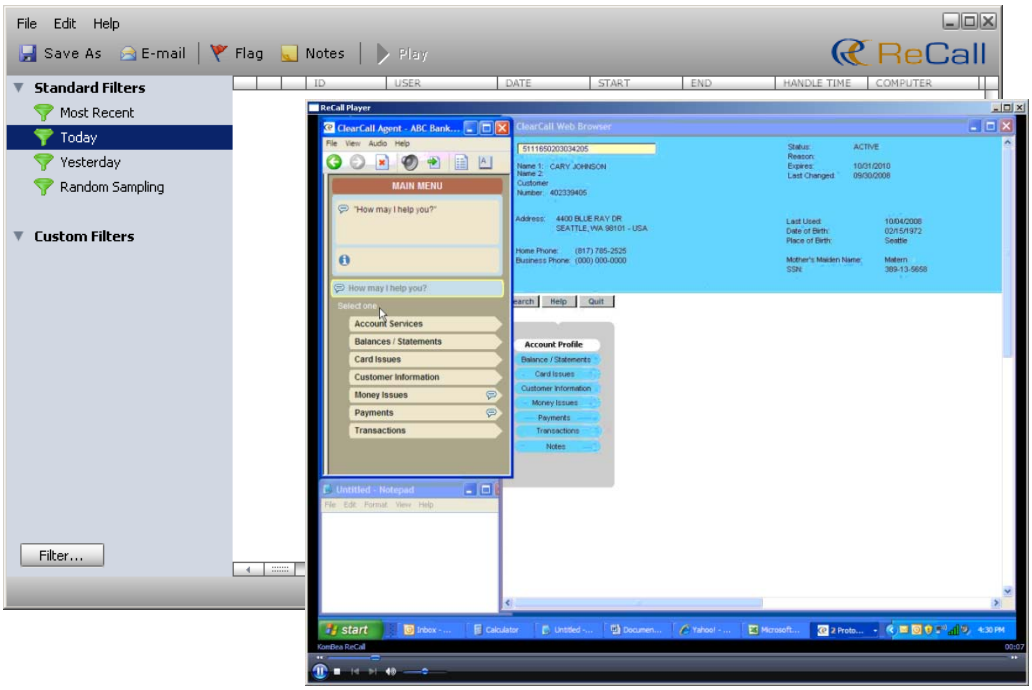
View test recordings so that you can verify that recordings are being sent to the *ReCall Server* and that recording settings are correct.

1) On the PC where *ReCall Viewer* is installed, go to Start | Programs | KomBea, and click on the *ReCall Admin* program.

2) When the Viewer Login window appears, enter "admin" (without the quotes) for both "User Name" and "Password" and click "OK".

- This is the default Administrator account. Creating user accounts is covered in Manage User Accounts.

3) When *ReCall Viewer* opens, recordings will appear in the list with the most recent listed first. Double-click the test recording, which will launch *ReCall Player* and automatically start playing the recorded call.



4) Make sure that audio and video quality is at expected levels. Resolve any errors or performance issues you may encounter (see Troubleshooting).

Section 2: ReCall Triggers

Since ReCall does not interface with the PBX, there are other ways to "trigger" a *ReCall Client* to a) start and stop a recording and b) attach searchable data to a recording.

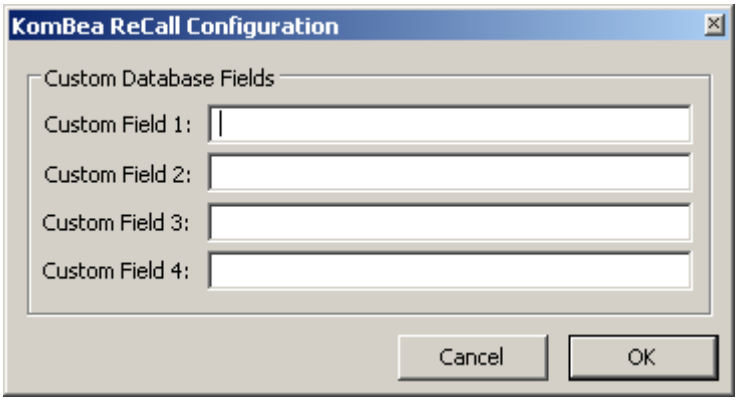
Manual Triggers

If you don't need automated triggers, use the agent-initiated trigger application called *ReCall Agent*. This is installed in the "Destination Folder" folder you selected during installation.

When agents double-click the *ReCall Agent* shortcut, the application opens as a small (always on top) window.

When the agent clicks "Start", the recording begins and "Start" changes to "Stop". When the agent clicks "Stop", the recording ends and "Stop" changes to "Start".

When the agent clicks the "…" button WHILE the recording is in progress, the agent can enter searchable data (up to four fields) to the recording.



While this trigger takes no time to implement, it has several disadvantages:

- Agents may purposefully exclude recordings.
- Agents may forget to start and/or stop a recording –missing recordings completely or blending two or more recordings together.
- This option does not include all of the features available in the other trigger options.

Command-Line Triggers

This is the simplest automated trigger to implement and includes the following capabilities:

- Start & Stop Recording
- Pause & Resume Recording (audio only)
- Attach searchable data

The *ReCall CLI* application is installed in the Destination Folder selected during the installation process.

From any desktop application (soft phone, CRM, etc), you can send commands to the *ReCall Client* service that trigger recording events as follows:

/start	Start recording
/stop	Stop recording
/pause	Pause recording (audio only)
/resume	Resume recording (audio only)
/username <value>	The user's name to store in the database
/systemfield1 <value>	The SystemField1 to store in the database
/systemfield2 <value>	The SystemField2 to store in the database
/systemfield3 <value>	The SystemField3 to store in the database
/systemfield4 <value>	The SystemField4 to store in the database
/systemfield5 <value>	The SystemField5 to store in the database
/systemfield6 <value>	The SystemField6 to store in the database
/customfield1 <value>	The CustomField1 to store in the database
/customfield2 <value>	The CustomField2 to store in the database
/customfield3 <value>	The CustomField3 to store in the database
/customfield4 <value>	The CustomField4 to store in the database

For example, you would start a new recording by sending the following command:

> *C:\KomBea\KomBea ReCall CLI /start*

API Triggers

The API Trigger contains one object, which exposes one interface. The object (RecorderService) is controlled by setting properties and invoking methods on the exposed interface (IRecorderService).

NOTE: To view sample source code for VB Script, Java Script on an HTML page, C++ MFC project, and others, download "ReCall Sample API Applications" from the KomBea Download Center at www.kombea.com/download.

RecorderService Object

- GUID: 4FF7EAF2-CF61-422A-BB5C-A7EFBBFC8F53
- The file containing the RecorderService object is named "KomBea ReCall Recorder Service.exe"

IRecorderService Interface

- GUID is: A7F1F38F-17DE-4DB8-8B32-F30FAFF689AA
- Type name: KomBeaReCall.RecorderService

IRecorderService Properties

Property Name	Value Type	Description
UserName*	BSTR	The user name to be stored in the database for the recorded calls.
AudioRecordingDevice	BSTR	The device to record audio from. The default is the system's default playback device.
IsRecording	VARIANT_BOOL	True if a recording is in progress, False otherwise.
IsRecordingPaused	VARIANT_BOOL	True if a recording is paused, False otherwise
RecordingID	ULONG	The ID of the recording from the last call recorded. The ID can be used to look up the record in the ReCall database.
SystemField1	BSTR	A system defined field to be stored in the database – this value is not used by ReCall.
SystemField2	BSTR	A system defined field to be stored in the database – this value is not used by ReCall.
SystemField3	BSTR	A system defined field to be stored in the database – this value is not used by ReCall.
SystemField4	BSTR	A system defined field to be stored in the database – this value is not used by ReCall.
SystemField5	BSTR	A system defined field to be stored in the database – this value is not used by ReCall.
SystemField6	BSTR	A system defined field to be stored in the database – this value is not used by ReCall.
CustomField1	BSTR	A custom database field to be stored in the database – this value is not used by ReCall. An administrator may update this field via ReCall Admin.
CustomField2	BSTR	A custom database field to be stored in the database – this value is not used by ReCall. An administrator may update this field via ReCall Admin.
CustomField3	BSTR	A custom database field to be stored in the database – this value is not used by ReCall. An administrator may update this field via ReCall Admin.
CustomField4	BSTR	A custom database field to be stored in the database – this value is not used by ReCall. An administrator may update this field via ReCall Admin.
* We recommend setting the UserName property with the triggering application		

IRecorderService Methods

Method Name	Return Type	Description
StartRecording	HRESULT S_OK (or 0) is returned on success	Start recording - this method blocks until the recorder is started. Depending on the machine's resources, this may take several seconds to start.
PauseRecording		Pause recording - this method blocks until the recorder is paused. A recording with video cannot be paused or resumed.
ResumeRecording		Resume recording - this method blocks until the recorder is resumed. A recording with video cannot be paused or resumed.
StopRecording		Stop recording - this method blocks until the recorder is stopped. Depending on the machine's resources, this may take several seconds to start.

Instantiating a RecorderService Object Using JavaScript

```
// Instantiate the RecorderService object.
// The default interface is IRecorderService.
var recorder;
recorder = new ActiveXObject("KomBeaReCall.RecorderService");
```

Initializing the IRecorderService Interface

```
// Set the user's name field - not required, but recommended
recorder.UserName = "Jane Doe";
```

Start Recording

```
// Start recording
recorder.StartRecording();
```

Stop Recording

```
// Stop recording
recorder.StopRecording();
```

Setting System and Custom Properties

At any point before calling StopRecording, the system and custom field properties may be set. The data pertaining to a call will be sent to the database as soon as the recording is stopped, so they must be set by then or they will be used for the next call.

```
// Set the values
recorder.SystemField1 = "This is system field 1";
recorder.SystemField2 = "This is system field 2";
recorder.SystemField3 = "This is system field 3";
recorder.SystemField4 = "This is system field 4";
recorder.SystemField5 = "This is system field 5";
recorder.SystemField6 = "This is system field 6";
recorder.CustomField1 = "This is custom field 1";
recorder.CustomField2 = "This is custom field 2";
recorder.CustomField3 = "This is custom field 3";
recorder.CustomField4 = "This is custom field 4";
```

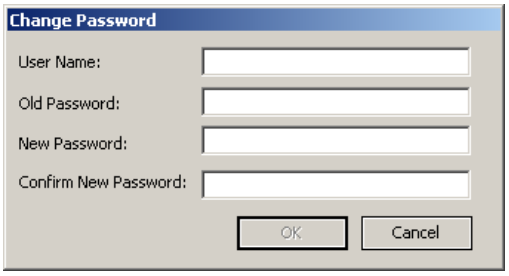
Section 3: Using ReCall Admin

Log In

1. Start *ReCall Admin* by going to Start | Programs | KomBea, and clicking on the *ReCall Admin* program.

2. Enter your "User Name" and "Password" and click "OK".
   - The default "User Name" and "Password" are "admin" (without the quotes).

Change Password



1. On the Admin Login window, click "Change Password…"

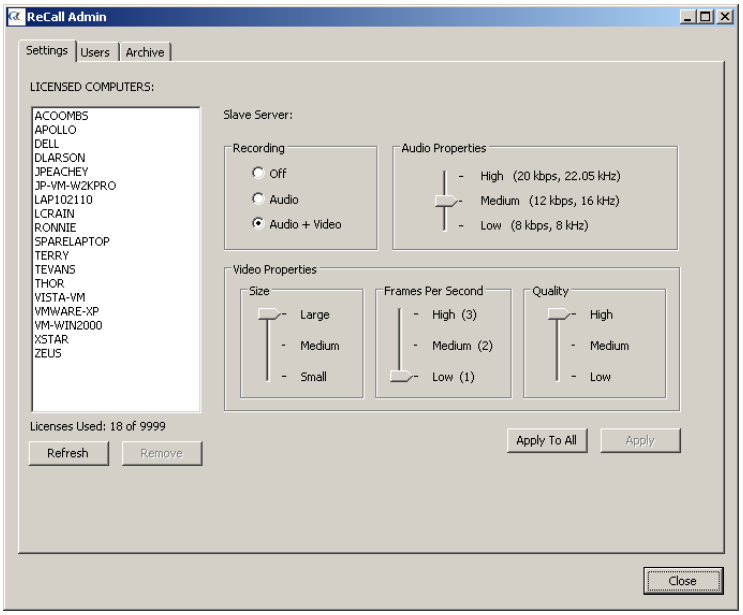
2. When the Change Password dialog appears, enter your "User Name" and current password (in the "Old Password" field).

3. Enter a new password into the "New Password" and "Confirm New Password" fields and click "OK".

Change Recording Settings

To change turn recording on/off and to change recording settings:

1. Go to the [Settings] tab and select any one of the computers from the "LICENSED COMPUTERS:" list.



2. Turn audio-only recording ON by selecting the "Audio" radio button. Turn audio + screen capture ON by selecting the "Audio + Video" radio button.

3. Adjust "Audio" and/or "Screen Capture" settings by moving the sliders.

   Audio Properties (Recommendation: Medium)
   This adjusts sound quality and volume. Increasing this improves audio quality and increases file size (high = 150KB/min, medium = 90KB/min, low = 50KB/min). No impact on PC performance.

   Size (Recommendation: High)
   This scales captured resolution of the screen that is recorded. Increasing this improves video quality (High = full screen, medium = 80%, low = 65%); increases file size (high = 3X the low setting, 2X the medium setting), and may degrade PC performance.

   Frames per Second (Recommendation: Low)
   This changes the frequency of screen captures. Increasing this improves smoothness in screen movement and may degrade PC performance. It has no impact on file size.

   Quality (Recommendation: High)
   This adjusts the amount of information stored. Increasing this improves video quality (fewer smudges in static parts of the screen); moderately increases file size, but may improve PC performance.

4. Click "Apply" to apply these settings to the selected PC. New settings are applied once the client PC completes its next recording. **Caution!** "Apply to All" will apply these settings to every licensed computer.

Manage User Accounts

To Add a User:

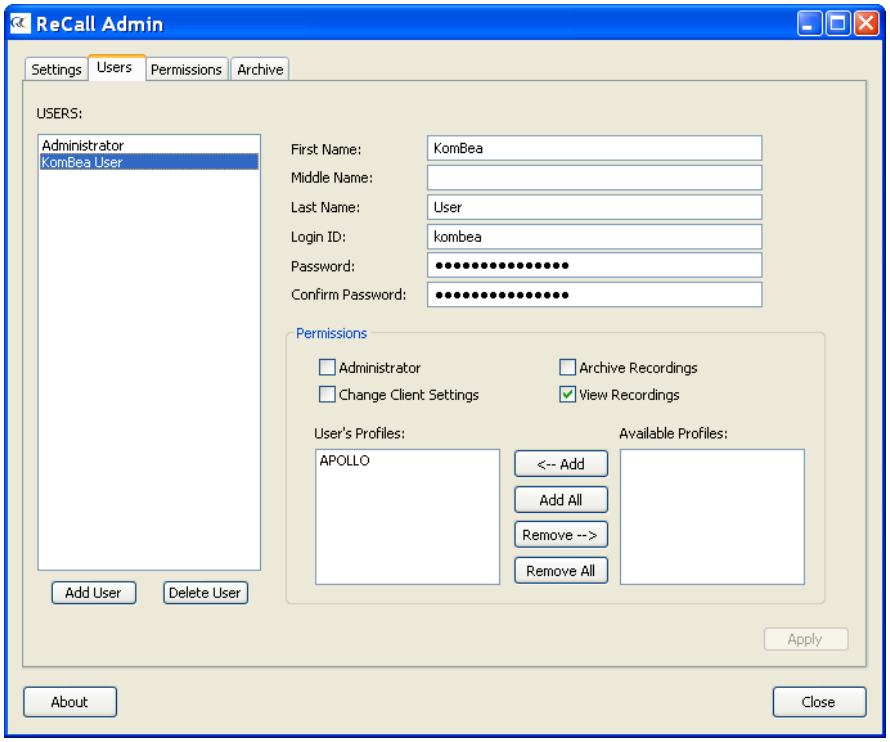
1. Go to the [Users] tab and click “Add User”.
2. Fill out the user information (First & Last Name, Login ID, and Password).
3. Set the appropriate “Permissions” check boxes and select a profile and then click “Apply”

   Administrator gives the user access to all features.

   Change Client Settings gives the user the ability to turn recordings on or off and to change audio/video settings.

   Archive Recordings gives the user the ability to flag recordings as archived (which also moves recordings to a folder designated for movement to external storage or deletion).

   View Recordings gives users the ability to Find and Play recordings. “Restricted Search…” enables the Administrator to apply filters to the user’s search, thereby limiting the recordings that can be viewed.



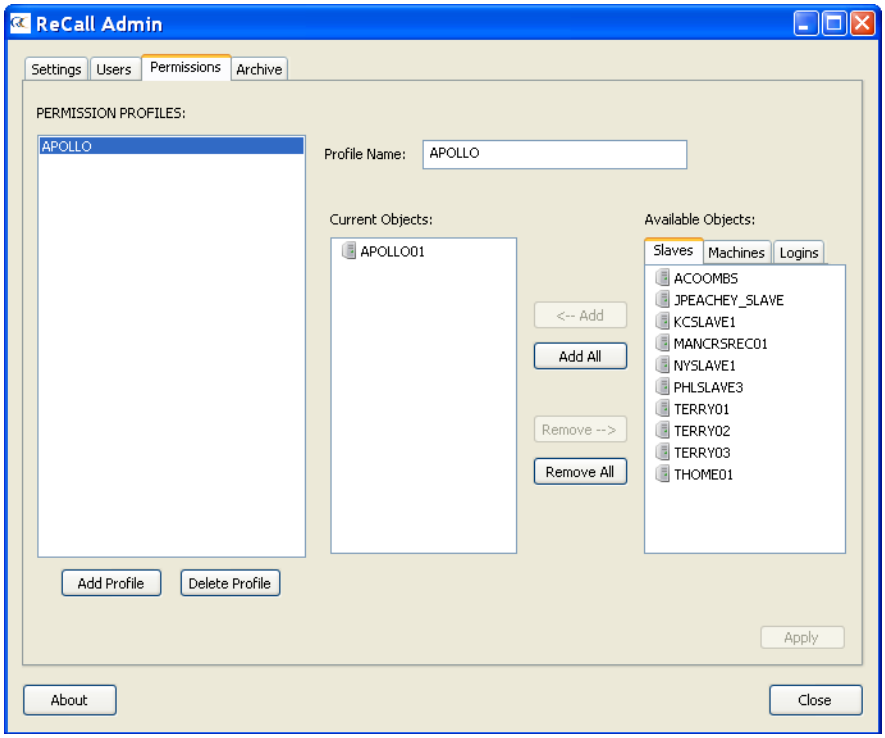
To Delete a User, highlight the user on the list and click “Delete User”. The Administrator cannot be deleted.

To modify a User, enter the changes and click “Apply”. The Administrator account cannot be modified, except Login and Password.

Permission Profiles

Create a “Permission Profile” to define which recordings are accessible for those users given this profile. Permissions can be allowed for viewing recordings from a particular Slave Server, from particular machines, or specific user logins. When multiple “Available Objects” are added, they are OR’d together to determine if the recording satisfies the restrictions of the profile.

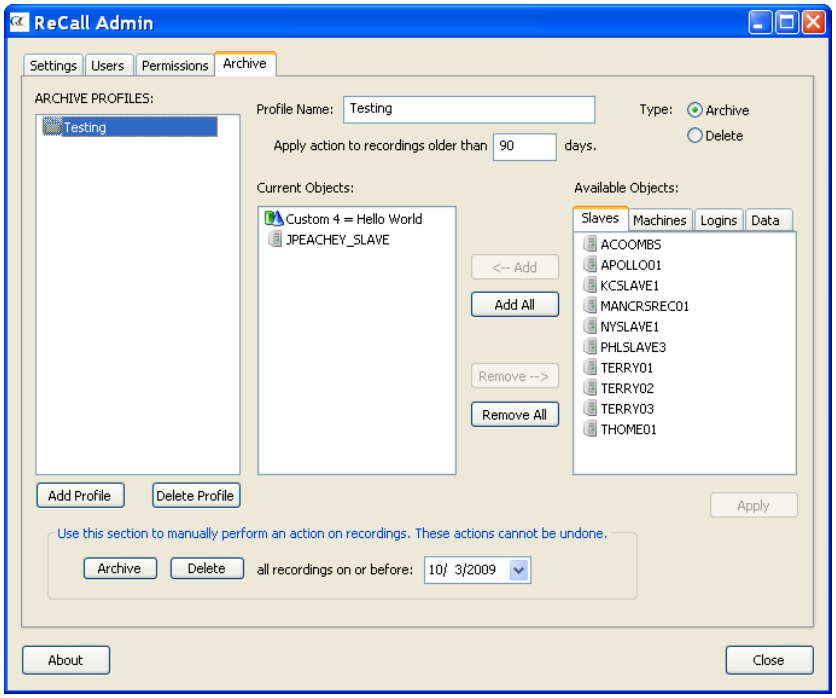
1. Go to the [Permissions] tab, and click on “Add Profile”.
2. Give it a name in the “Profile Name:” field.
3. Select either the “Slaves”, “Machines”, or “Logins” and then choose the desired entries and click on the “← Add” button.
4. When done identifying the servers, machines, or logins for recordings that this profile will allow access to, then click on the “Apply” button.



Archive & Delete Recordings

To archive or delete recordings automatically:

1. Go to the [Archive] tab.
2. Check the “Automatic” checkbox.
3. Select the “Archive” or “Delete” radio button.
4. Enter the number of days old a recording must be to perform this action.
5. Give the Archive Profile a name in the “Profile Name” field.
6. Select the “Slave” Servers. “Machines”, “Logins”, or “Data” Fields that will identify the recordings to be automatically archived or deleted, and then click on the “← Add” button.
7. When the desired recording types for this profile have been selected, then click on the “Apply” button.



To archive or delete recordings manually, simply fill in the date in the “all recordings on or before” area and click the “Archive” or “Delete” button.

- Archived recordings are moved to a sub-folder named “Archived Files” in the Destination Folder. These files may be moved to another location.
- To retrieve an archived recording, move the file (identified by the Recording ID) into the “Recorded Calls” sub-folder in the Destination Folder. If recordings are not encrypted, you can simply give the file to the person who needs to view it.

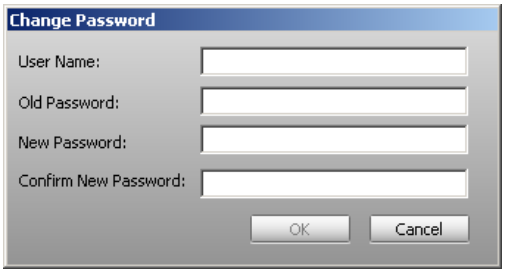
Section 4: Using ReCall Viewer

Log In

1. Start *ReCall Viewer* by going to Start | Programs | KomBea, and clicking on the *ReCall Viewer* program.

2. Enter your "User Name" and "Password" and click "OK".
   - The "User Name" and "Password" are created by ReCall Admin.

Change Password



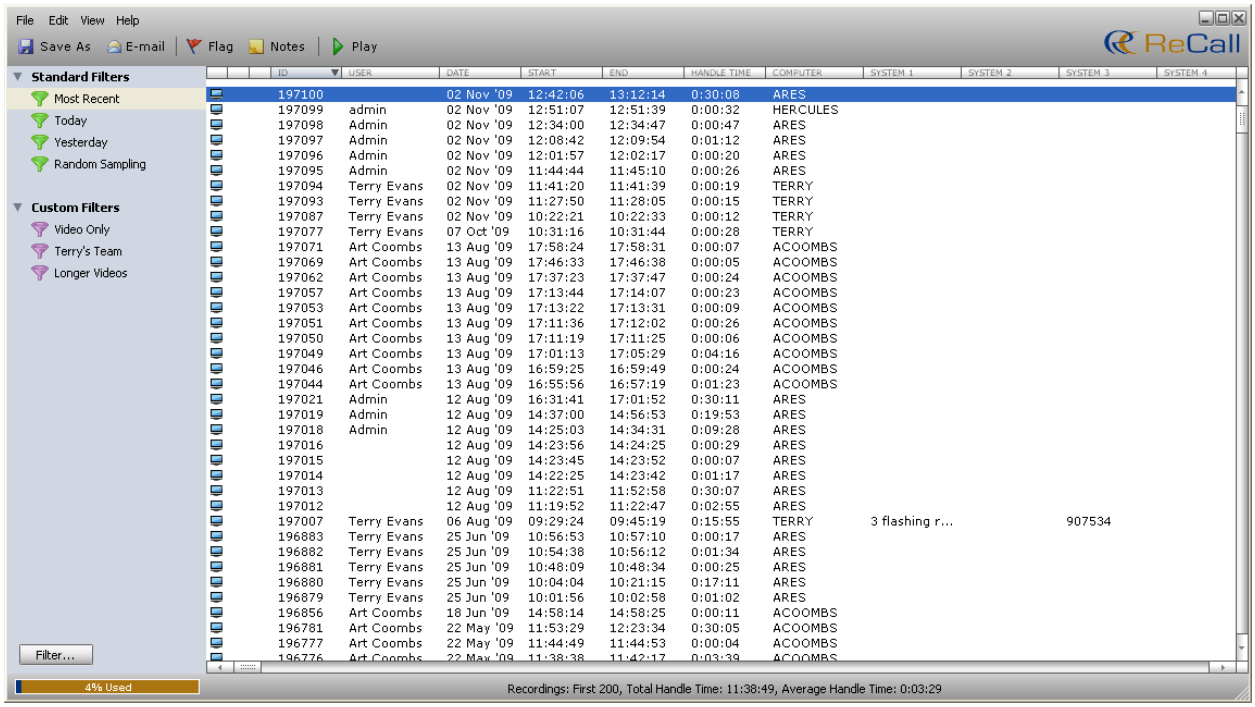
1. On the Admin Login window, click "Change Password…"

2. When the Change Password dialog appears, enter your "User Name" and current password (in the "Old Password" field).

3. Enter a new password into the "New Password" and "Confirm New Password" fields and click "OK".

Find Recordings

When *ReCall Viewer* opens, the most recent recordings will automatically be listed (200 maximum) recordings.

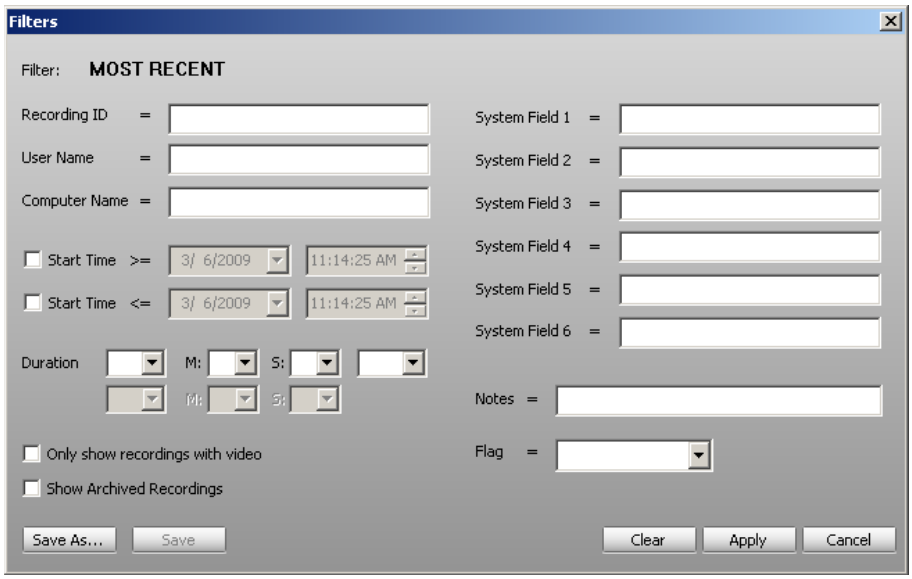


- Click a column title to sort by that column. Click the column title again to toggle between ascending and descending order.
- Refresh the list of recordings by clicking the "Most Recent" filter under the "Standard Filters".
- Recording Filters are covered on the next page.
- The first column indicates whether the recording is audio-only or audio plus video. The ID column shows the unique ID given to each recording. Add or remove columns by right-clicking the column header area and checking or un-checking the column options.
- Toolbar options are covered later in this section.

Recording Filters

To find recordings that meet specific criteria, click the Filter… button, which opens the Filters dialog. You may then use any combination of the following filters:

Recording ID: Unique number assigned by *ReCall*
User Name: Client user's Windows login ID
Computer Name: The unique computer or machine name
Start & End Time: Date and time when recording was started and ended
Duration: Length of recording
Show Archived Recordings: Includes archived recordings
System Fields 1-6: Data attached by triggers (see "ReCall Triggers")
Notes: Data attached by a *ReCall Viewer* user (see "Notes")
Flag: Flag attached by a *ReCall Viewer* user (see "Flags")



> If a field is disabled and has text in it, the System Admin has applied a required filter to your user account.

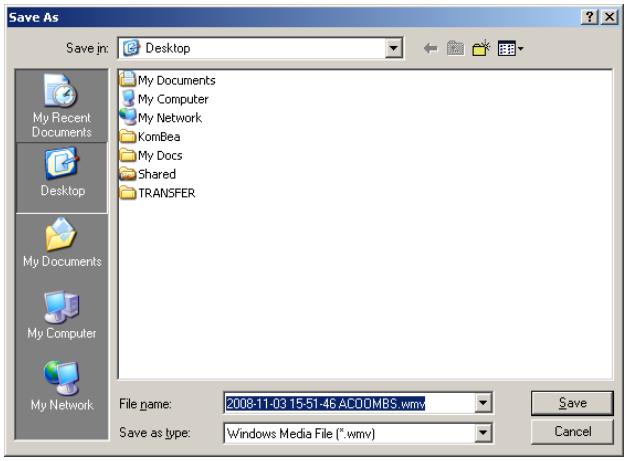
> Click "Apply" to find the recordings that meet your filter criteria.

> Click "Save As…" to name and save this Filter for later use and find the recordings that meet your filter criteria. This saved filter will appear in the "Customer Filters" area.

Save Recordings

Click the "Save As…" button on the Toolbar in order to save the file as a standard .WMV file.

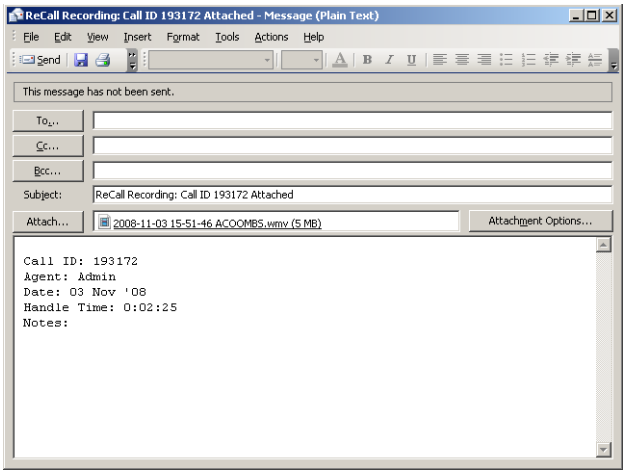
- This feature only works if encryption is OFF



Email Recordings

Click the “E-mail” button on the Toolbar in order to email a recording. The email will automatically include text as shown to the right.

- The recording is attached only if encryption is OFF

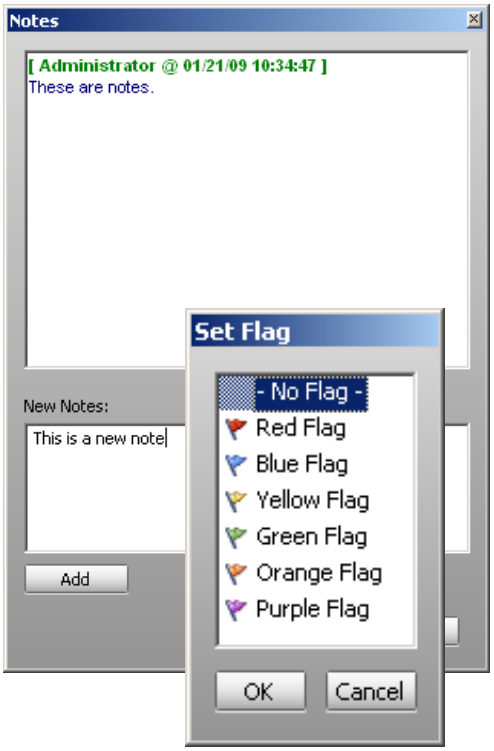


Annotate Recordings

Click the “Flag” button on the Toolbar to place a colored flag in the “Flag” column of the recordings list. The meaning and use of the flags is up to your own organization. Flags become part of the searchable data for recordings.

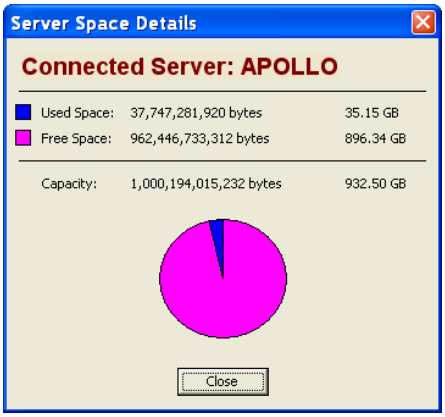
Click the “Notes” button on the Toolbar to add a written note about the recording, which also places an icon in the “Note” column of the recording list.

- Flags and Notes are part of the searchable data for recordings (see Filter Recordings).



Server Disk Space

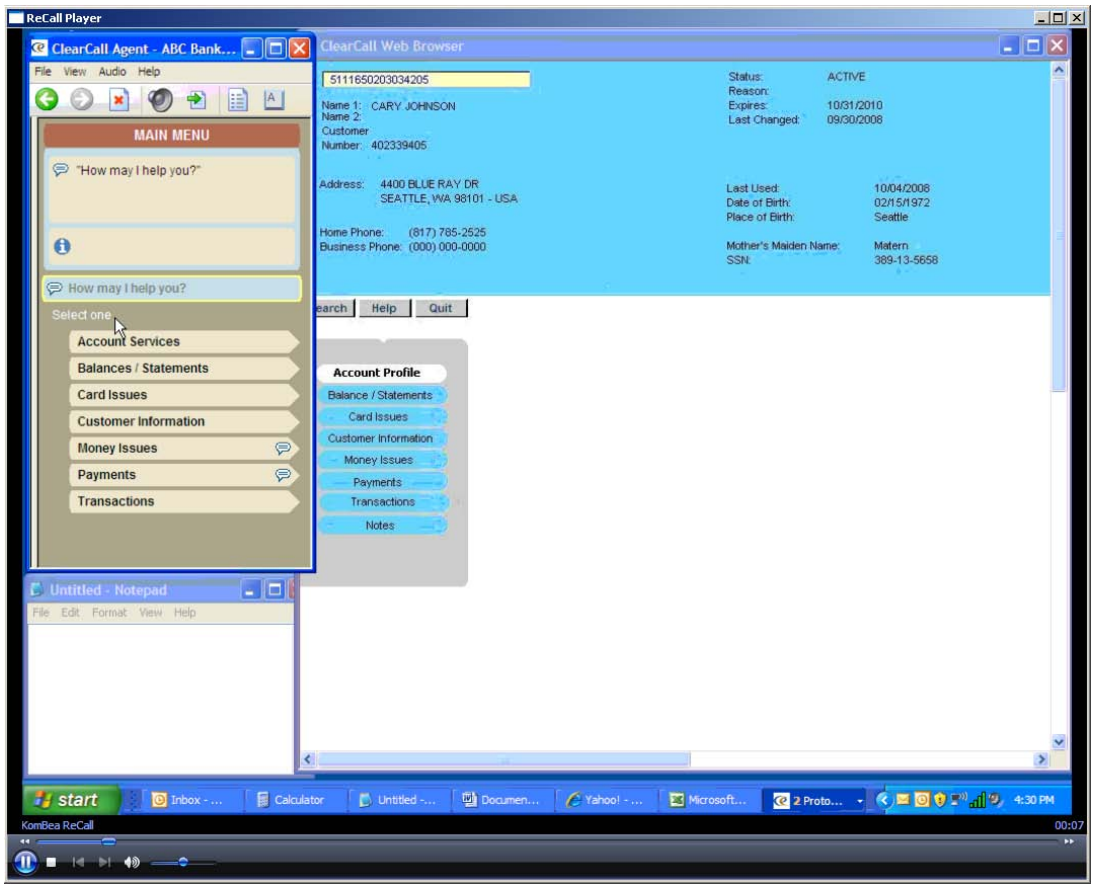
In the bottom left corner of the ReCall Viewer application, a simple bar graph shows the percent of disk space used to store recordings on the Slave Server. Right-Click on it and select “Refresh” to have it updated, or “Details”.


Server Space Details
Connected Server: APOLLO
Used Space: 37,747,281,920 bytes 35.15 GB
Free Space: 962,446,733,312 bytes 896.34 GB
Capacity: 1,000,194,015,232 bytes 932.50 GB
Close

Play Recordings

Click the “Play” button on the Toolbar to play a recording (or simply double-click on the recording). The recording will transfer from *ReCall Server* and open the *ReCall Player* window will start playing the recording.

Simply use the *ReCall Player* controls to pause, play, fast forward, and adjust volume. End the playback by closing *ReCall Player* (click [x] in the upper-right corner).



You may resize the *ReCall Player* window, but take note the following:

- The window will attempt to size to the same resolution as the recording, which provides the best viewing quality.
- If your display has the same or lower resolution, the recording may appear blurry or distorted.
- If the window sizes to full screen, optimize viewing clarity by right-clicking in the window, selecting “Zoom” and then “Full Screen”.
- Exit “Full Screen” mode by pressing ESC on your keyboard.

Section 5: Troubleshooting, Customer Service, & FAQs

Troubleshooting

Before contacting Customer Service, look for a solution among these common issues:

ERROR 0x80010105: This error is generally caused by a communication error between the *ReCall Client* and *ReCall Server* processes:

1. Verify that the ReCall "Server Name" and "Server Port" are correct.
   - Run RegEdit
   - Go to HKEY_LOCAL_MACHINE | SOFTWARE | KomBea | KomBea ReCall.
   - "Server Name" should be the name of the PC where ReCall Server is installed.
   - "Server Port" should be the one selected during the installation process.
2. You may optionally uninstall and then reinstall the ReCall components, making sure to enter the correct "Server Name" and "Server Port" values.
3. Verify that the *ReCall Client* PC can communicate with the *ReCall Server* PC (turned on and network accessible).
4. Verify that the *KomBea Server* service is running on the *ReCall Server* PC.
5. Verify that you have not exceeded the license count. If you have, you should receive an error message that reads," The ReCall Server's client license count has been exceeded. Recording is not enabled on this machine."
6. If none of the above items fix the problem, contact Customer Service.

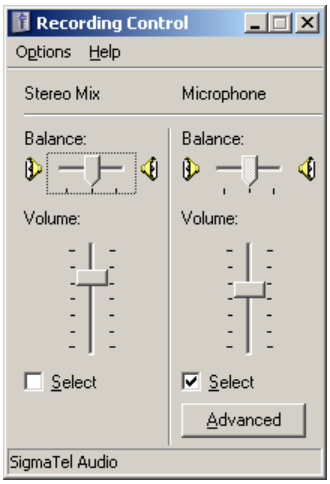
FILE NOT FOUND – UNEXPECTED ERROR HAS OCCORRED: If you get this error message when trying to play a recording in *ReCall Admin*, check the following:

1. Wait at least 2 minutes from the time the *ReCall Client* stops recording until you attempt to play the recording. It may take this long before the file has completely transferred to ReCall Server.
2. Check the steps listed above for **ERROR 0x80010105.**
3. If none of the above items fix the problem, contact Customer Service.

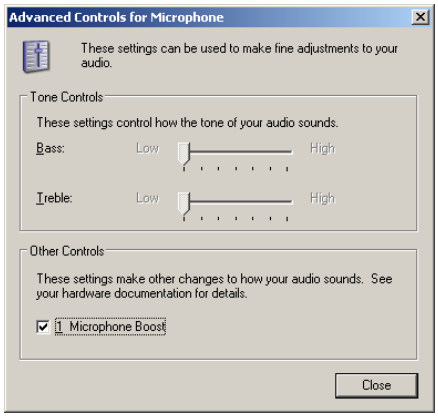
VIDEO QUALITY IS POOR WHEN PLAYING RECORDINGS: If the video quality is poor when playing recordings, check the following:

1. Try to view the recording in Full Screen mode by right-clicking in the *ReCall Player* window, clicking "Zoom", and then clicking "Full Screen".
2. Check that Display Properties on the *ReCall Client* PC are at the recommended settings.
   - Go to Start | Settings | Control Panel | Display
   - Move "Screen resolution" to 1024x768 or less.
   - Change "Color quality" to "Medium (16 bit)".
   - Change "Hardware acceleration" to "None" (click "Advanced" and go to the [Troubleshoot] tab).
   - Click "OK" twice.
3. Implement all recommended Recording Settings (see "Recording Settings").
4. If none of the above items fix the problem, contact Customer Service.

AUDIO QUALITY IS POOR WHEN PLAYING RECORDINGS: If the audio quality is poor when playing recordings, check the following:



1. Go to "Sounds and Audio Devices Properties": Start | Settings | Control Panel | Sounds and Audio Devices
2. Click "Advanced…" from the [Volume] tab.
3. Go to "Recording Control": Options | Properties | Select "Recordings" | [OK]
4. Check the checkbox for the port where the multiplexer is plugged in (usually "Microphone"). Move the "Volume" and the "Balance" sliders to the center.


Advanced Controls for Microphone
These settings can be used to make fine adjustments to your audio.
Tone Controls
These settings control how the tone of your audio sounds.
Bass:
Low
High
Treble:
Low
High
Other Controls
These settings make other changes to how your audio sounds. See your hardware documentation for details.
1 Microphone Boost
Close

5. Click "Advanced…" , place a check in the "Microphone Boost" checkbox, and click "Close"
6. Close the "Recording Control" and "Control Panel" windows.
7. Try a new recording.
8. If none of the above items fix the problem, contact Customer Service.

PERFORMANCE IS DEGRADED WHEN *RECALL CLIENT* IS RECORDING: If the *ReCall Client* PC is sluggish when recording is on, check the following:

1. Check that all hardware and software meet the recommended levels (see "System Requirements"). If the PC is running resource-intensive applications, it may be necessary to increase the memory or upgrade to a faster PC.
2. Check that the recording settings are set to levels that reduce the impact on PC performance (see "Recording Settings").
3. Check that the Display Properties are at the recommended settings.
    - Go to Start | Settings | Control Panel | Display
    - Move "Screen resolution" to 1024x768 or less.
    - Change "Color quality" to "Medium (16 bit)".
    - Change "Hardware acceleration" to "None" (click "Advanced" and go to the [Troubleshoot] tab).
    - Click "OK" twice.
4. If none of the above items fix the problem, contact Customer Service.

Contacting Customer Service

We are committed to your success in implementing and maintaining *KomBea ReCall*. When you contact us, your support issue is routed to the best qualified person to address your needs:

Tier 1: These are general how-to inquiries regarding installation and use of the software and hardware. If we have encountered your question before, it is likely handled at the Tier 1 level within a couple of hours.

Tier 2: These are questions that require research and testing, often involving the software engineers that designed *KomBea ReCall*. If your issue is escalated to our Tier 2 team, we will keep you updated on the progress while we work to provide a solution as quickly as possible.

Customer Service is available Monday – Friday, 8:00am–5:00pm U.S. Mountain Time. To initiate a support incident, simply send an email to support@kombea.com. Provide as much detail as possible. We respond to Tier 1 issues via email, while Tier 2 issues generally transition to phone communication.

Technical support and software upgrades are free and unlimited for those who have a current *Annual Maintenance & Support Agreement*.

To remain current, you are required to be paid in full on all KomBea ReCall licenses. If your agreement has lapsed or you didn't purchase one, you may become current by purchasing an Annual Maintenance & Support Agreement at the non-discounted rate (35% of license). The expiration date will be one year from the time the KomBea ReCall licenses were purchased, not from the time the Agreement was purchased. Alternatively, support can be purchased as Professional Services ($200 per hour billed in half-hour increments).

FAQs

POLICIES

1. Can I get an evaluation copy?
   We offer a 60-day money-back guarantee. You simply return the multiplexers in their original packaging for a full refund.
2. What is your return policy?
   Same as #1 above.
3. What are your support hours?
   Monday – Friday, 8:00am–5:00pm U.S. Mountain Time.
4. What is your support policy?
   See "Customer Service".
5. What is your upgrade policy?
   See "Customer Service".
6. How do I increase my number of licenses once I purchase the initial lot?
   Simply place another order. As soon as payment is received, we will ship out additional multiplexers and provide an updated license file. You'll be up and running right away.

TECHNICAL QUESTIONS

1. What is the file format?
   WMV format, but can be optionally encrypted.
2. What type of encryption is used?
   The encryption algorithm is proprietary.
3. What is the size of an audio file? Screen capture file?
   Using the default recording settings (see "Recording Settings"), a typical audio file is under 90KB per minute and a screen capture file is under 1MB per minute. File size is influenced by recording settings and the length of a recording.
4. What is the size of the application on the client PC?
   The *ReCall Client* installation needs less than 1MB of disk space (more if dependencies are not already installed). However, we recommend at least 100MB of free space to temporarily hold recordings before they are transferred to the ReCall Server.
5. What kind of PC do I need?
   A PC with Windows 2000 or later (see "Systems Requirements").
6. What can I expect in network (LAN / WAN) traffic as a result?
   Other than the recordings being transferred from the client PCs to the server, the network traffic is very minimal.

CAN YOU...?

1. Can you record audio for VoIP / Analog / Digital?
   Any type of phone can be used where the audio is sent through the computer. This can be done directly with a soft phone or indirectly with a piece of hardware that is included with a license of ReCall.
2. Can you screen capture any screen type or resolution? Dual monitors?
   Yes, but dual monitors may increase CPU and Memory requirements.
3. Can you do voice only, screen only, and voice + screen recordings?
   Yes, any of these.
4. Can you do live monitoring?
   This is not supported at this time.
5. Can you record my at-home agents?
   Yes.

WHAT IF…?

1. What if the recording volume is missing, too soft, or too loud?
   Make sure the multiplexer is installed correctly and adjust the recording settings (see "Recording Settings").
2. What if the video quality is missing or poor quality?
   See Troubleshooting.
3. What if the server runs out of disk space?
   No new recordings will be sent from the client PCs to the server. They will be stored on the client PC until they can be sent to the server.
4. What if the client PC disconnects from the server?
   Recording will continue. They will be stored on the client PC until they can be sent to the server.
5. What if I run out of licenses… or go over my license count?
   Once the license limit is reached, no recordings will be made on any new PCs where *ReCall Client* is installed. If a license needs to be freed up, it can be done via the *ReCall Admin* program.
6. What if the agent unplugs your recorder device?
   Screen capture will continue, but no audio will be recorded until it is plugged back in.
7. What if the agent messes with the audio or screen resolution settings?
   ReCall does not enforce any audio or video settings on the *ReCall Client* PC. If an agent alters their settings, then those settings will be used for the recordings. You may want to consider restricting access to these settings.
8. What if the PC hangs during the call?
   The current recording will not be saved and will be lost.
9. What if the Server hangs… what happens to call recordings in progress?
   All data and recordings will continue uninterrupted. They will be stored on the *ReCall Client* PC's until they can be sent to the server.
10. What if my recordings are cut off at 30 minutes?
    ReCall sets the maximum length of a recording at 30 minutes. A future release will allow you to change this to a longer time.

KomBea ReCall – User Manual & Installation Guide

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